

TO/080 66922660

FIG. 1

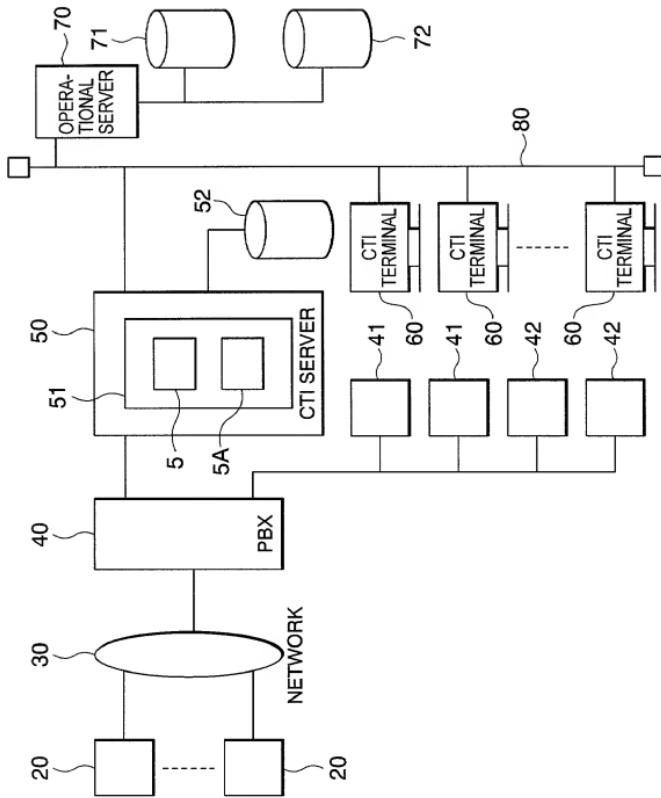
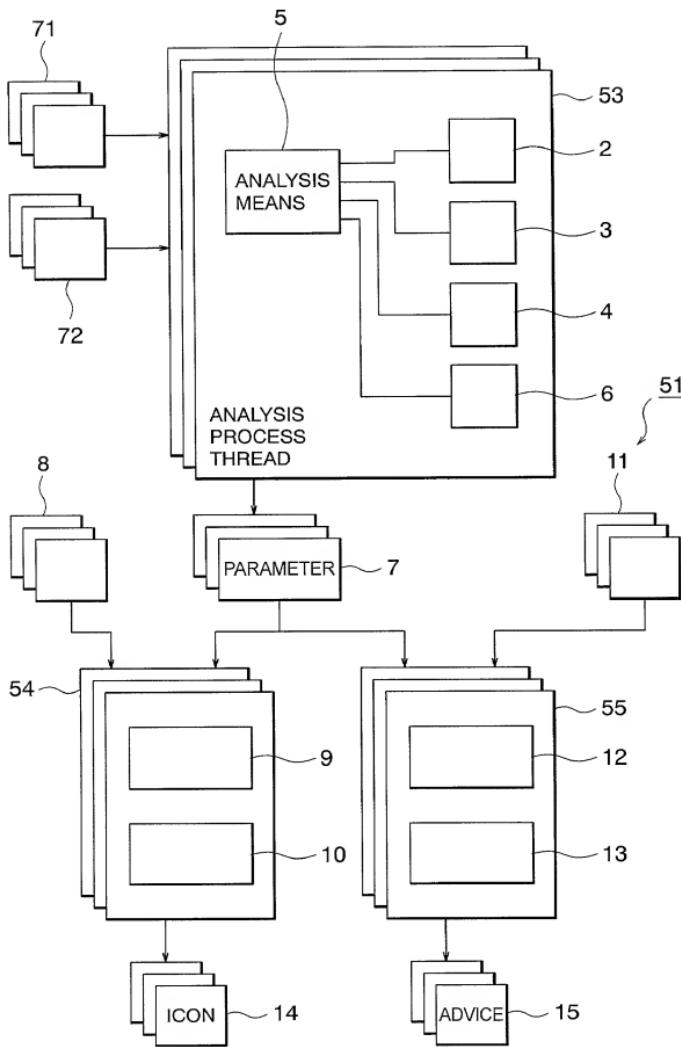


FIG. 2



0992699-080701

FIG. 3A

2

TELEPHONE NUMBER	NUMBER OF CALLS	INCOMING TIME
xxxx-xxxx-xxxx	5	10 : 32

FIG. 3B

3

TELEPHONE NUMBER	INDIVIDUAL DEALING CARD	INDIVIDUAL DEALING CARD
xxxx-xxxx-xxxx	1	3

	DURATION (SECONDS)	ACCUMULATED DURATION (SECONDS)	RATIO (%)	NUMBER OF TIMES
CONVERSATION	3	60	60	
SPEECHLESS	2	5	5	1
PAUSE	10	35	35	2

FIG. 3C

4

NUMBER OF TRANSFERS	TELEPHONE NUMBER	RELEVANT DEPARTMENT
0	xxxx-xxxx-xxxx	GENERAL AFFAIR SECTION
1	xxxx-xxxx-xxxx	THIRD BUSINESS SECTION
2	xxxx-xxxx-xxxx	FIRST BUSINESS SECTION

FIG. 3D

6

TELEPHONE NUMBER	NUMBER OF IN-COMING CALLS	INCOMING CALL CARD	INCOMING CALL CARD
xxxx-xxxx-xxxx	3	1	3

NUMBER OF CALLS	INCOMING TIME
10	10 : 35

T02080 "66922660

FIG. 4A
7A

WAITING TIME	FEELING INDEX	NUMBER OF IN-COMING CALLS	POINT
5 SECONDS	10	1	0
10 SECONDS	20	2	3

FIG. 4B
7B

FIG. 4C
7C

NUMBER OF TRANSFERS	POINT	RATIO OF SPEECH-LESS PERIOD	FEELING INDEX
1	4	~5%	1
2	8	40%	10

FIG. 4D
7D

FIG. 4E
7E

NUMBER OF SPEECH-LESS PERIODS	POINT	TOTAL FEELING INDEX	ICON LEVEL
1	0	10~20	Smile2_1
2	3	50~60	Angry3_1

FIG. 4F
7F

NUMBER OF SPEECH-LESS PERIODS	POINT	TOTAL POINT	ICON LEVEL
1	0	1~3	Smile2_2
2	3	25~40	Angry3_2

FIG. 4G
7G

FIG. 4H

ICON LEVEL	DISPLAY OF NUMBER OF TIMES	ICON TO BE DISPLAYED
Smile2_1	NO	Smile2_1.gif
Smile2_2	YES	Smile2_2.gif
Angry3_1	NO	Angry3_1.gif
Angry3_2	YES	Angry3_2.gif

FIG. 4I

NUMBER OF IN-COMING CALLS	NUMBER OF TRANSFERS	RATIO OF SPEECH-LESS PERIOD	ADVECE
0~3	0	0	Advice 1
0	0~2	0	Advice 3
0	3~4	0	Advice 4
0	0	0~5	Advice 7

FIG. 4J

TOTAL FEELING INDEX	NUMBER OF IN-COMING CALLS	NUMBER OF TRANSFERS	RATIO OF SPEECH-LESS PERIOD	TOTAL POINT	ICON 1 TO BE DISPLAYED	ICON 2 TO BE DISPLAYED
60	1	3	5(%)	33	Angry3_1.gif	Angry3_2.gif

7J**FIG. 4K**

[ICON TO BE DISPLAYED] AND THE LIKE	ADDRESS
Smile2_1.gif	ADDRESS a
-	-
Advice 1	ADDRESS b
-	-

7I**7K**

FIG. 5

□ □ X

LIST OF NEGLECTS

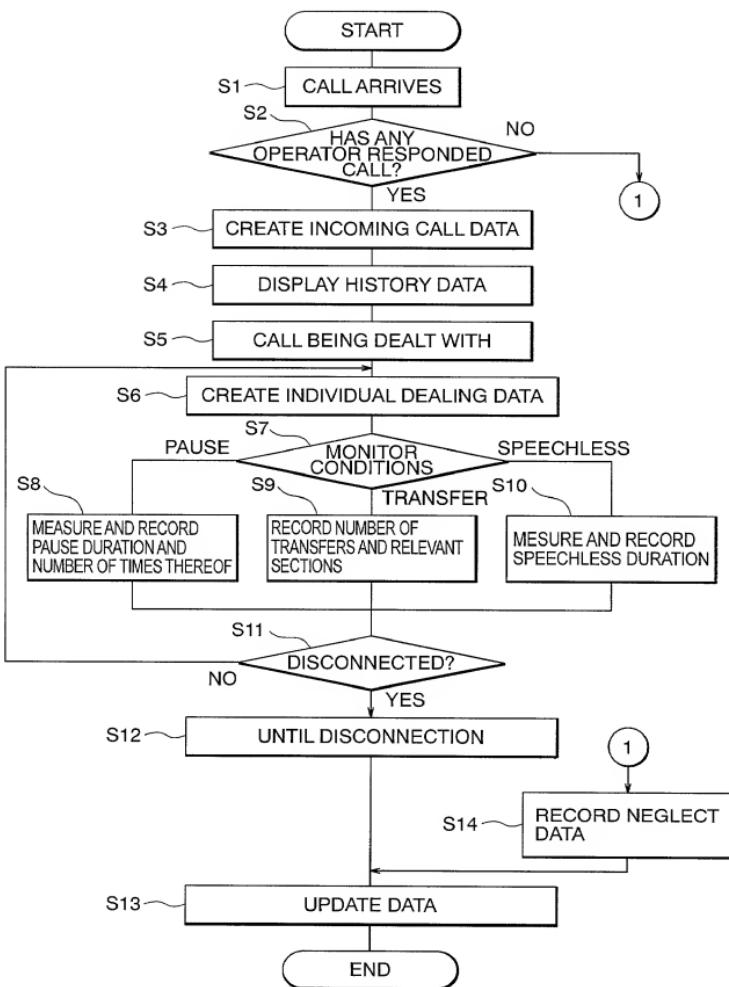
CALLS FROM CLIENTS BELOW HAVE BEEN NEGLECTED.
CALL THEM NOW IF POSSIBLE AND ASK WHAT THEY WANT.

No	TELEPHONE NUMBER	NAME	NUMBER OF NEGLECTS	FINAL RECEPTION
1	022-456-1111	FUJKO TATEBAYASHI	3	2000/3/2 16:23
2	023-321-3333	FUJIO KOYAMA	2	2000/3/2 14:10
3	022-234-4455	MICHIYO KAWASAKI	1	2000/3/1 17:30
4	022-289-5678	TOMIKICHI SHIKANUMA	1	2000/3/2 10:10

TO OUTGOING
CALL SCREEN

END

FIG. 6



TD/0180-66922660

FIG. 7A

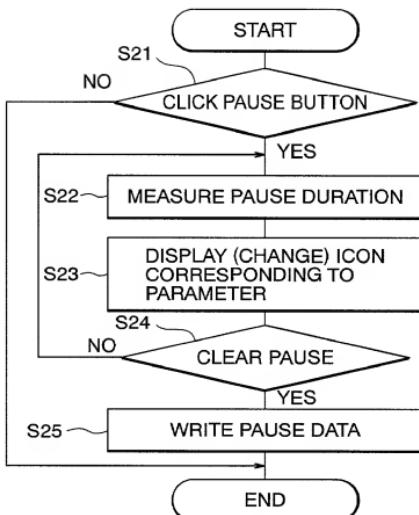


FIG. 7B

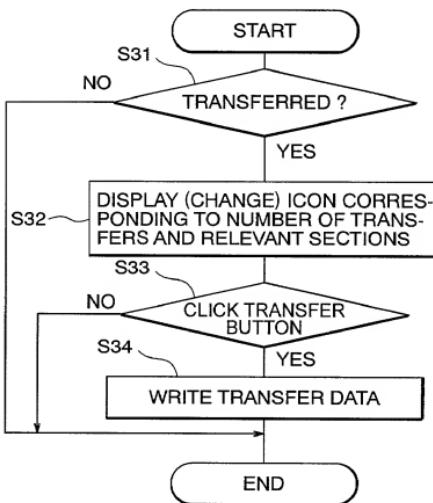


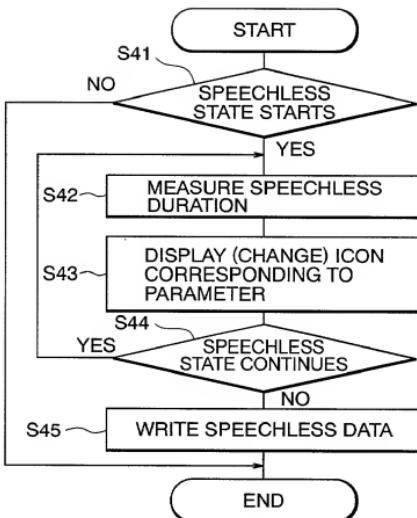
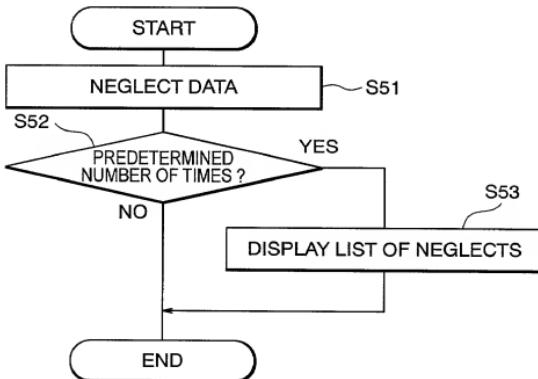
FIG. 8A**FIG. 8B**

FIG. 9

RECEIVING		ICON DISPLAY AREA		ADVICE DISPLAY AREA																	
KEPT CLIENT WAITING FOR 4 SECONDS																					
TELEPHONE NUMBER	0223334444	INCOMING CALL	OUTGOING CALL																		
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCON- NECT																	
CLIENT INFORMATION		DEALING HISTORY		DEALING PATTERN																	
<p>99/09/08 16:45:48 OPERATOR: SACHIKO SATO CONDITIONS OF CLIENT: NORMAL INQUIRY: CLIENT HAS NOT RECEIVED PAMPHLET HE OR SHE REQUESTED ON 9/1 ACTION: CHECK FOR DELIVERY — NOT FOUND IN DELIVERY LIST (INTERNAL COMMUNICATION FAILURE?) TAKE IMMEDIATE ACTION (PERSON IN CHARGE: SASAKI OF FIRST BUSINESS SECTION)</p> <p>99/09/12 16:45:48 OPERATOR: KEIKO ABE CONDITIONS OF CLIENT: FAVORABLE INQUIRY: PROCEDURE FOR SUBSCRIPTION TO NEW SERVICE ACTION: EXPLAIN SERVICE AND HOW TO FILL IN APPLICATION FORM</p>																					
				<table border="1"> <tr> <td>OPERATOR</td> <td>TATSUO FUJI</td> </tr> <tr> <td>CONDITIONS OF CLIENT</td> <td></td> </tr> <tr> <td>FAVORABLE</td> <td>▼</td> </tr> <tr> <td colspan="2"></td> </tr> </table>		OPERATOR	TATSUO FUJI	CONDITIONS OF CLIENT		FAVORABLE	▼										
OPERATOR	TATSUO FUJI																				
CONDITIONS OF CLIENT																					
FAVORABLE	▼																				
				<table border="1"> <tr> <td>PLAY</td> <td>PAUSE</td> <td>STOP</td> <td>REC</td> </tr> <tr> <td colspan="4"></td> </tr> </table>		PLAY	PAUSE	STOP	REC												
PLAY	PAUSE	STOP	REC																		
				<table border="1"> <tr> <td>REGISTER COMMENT</td> </tr> </table>		REGISTER COMMENT															
REGISTER COMMENT																					
0223334444 0191112222 2:15PM FEBRUARY 14 (MON.)		INTO INCOMING CALL WAITING STATE																			

FIG. 10A

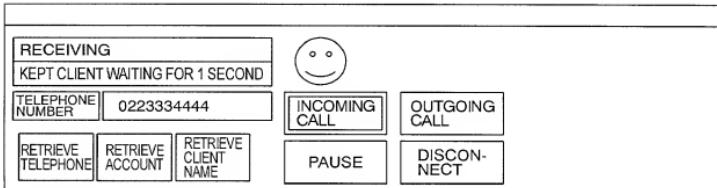


FIG. 10B

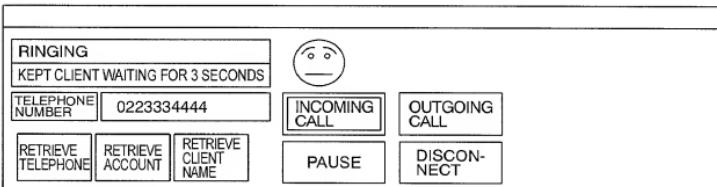


FIG. 10C

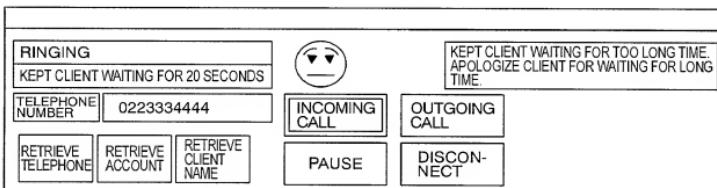


FIG. 10D

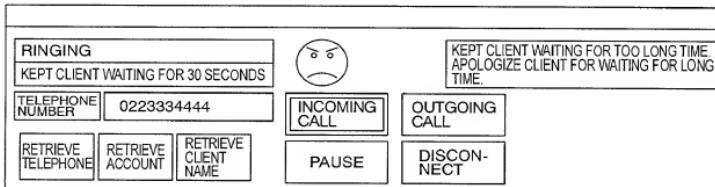


FIG. 11A

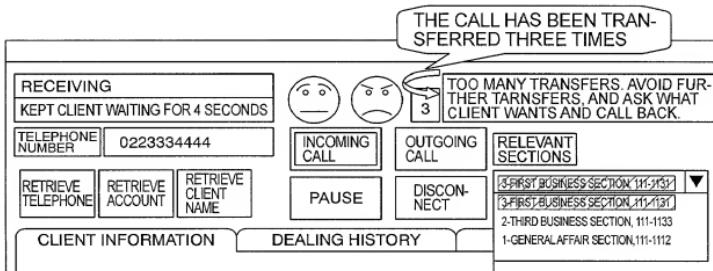


FIG. 11B

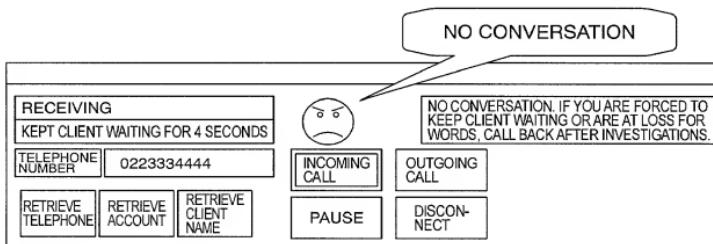
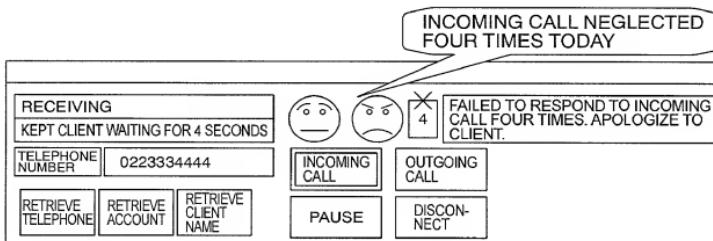


FIG. 11C



TO/VIDEO 66922660

FIG. 12

